

SANDEEP KUMAR SHARMA
PLOT NO 78
FLAT NO 103 GURGAON
1ST FLOOR RAJENDRA PARK
GURGAON - 122001



GSTIN - 27AAACK4409J3Z1

Customer Relationship Number:- 828765396

Primary Card Number 4147 XXXX XXXX 5756

Statement Date	20-Dec-2024
Minimum Amount Due (MAD)	Rs. 542.43
Total Amount Due (TAD)	Rs. 6,165.99
Remember to pay by	07-Jan-2025
Total Outstanding Including	Rs. 6,165.99
• Total Amount Due (Payable)	Rs. 6,165.99
• Loans, EMIs (Principal Outstanding)	Rs. 0.00
• Balance Transfer-90 days (Principal Outstanding)	Rs. 0.00

My Summary

Previous Amount Due	Payments	Purchases & Other Charges	Total Amount Due
Rs. 0.00	Rs. 50.00	Rs. 6,215.99	Rs. 6,165.99
Total Credit Limit (incl. cash): Rs. 452,000.00		Total Cash Limit: Rs. 90,400.00	
Self Set Credit Limit: Rs. 452,000.00		Available Cash Limit: Rs. 90,400.00	
Available Credit Limit: Rs. 445,834.01			

My Rewards

Opening Balance	0
Earned this month	588
Redeemed this month	0
Expired this month	0
Closing Balance	588
Expiring next month	0

In case of failure in paying the minimum amount due before the due date the same will be reported to bureau(s) as per the credit information companies regulation act of 2005 and as per the prevailing RBI guidelines

Get **₹5,000*** instant cashback on iPhone 16 with **Kotak Credit Cards**

Also available on Credit Card EMI

iPhone 16



Know More

*T&C apply.

Date	Transaction details from 21-Nov-2024 to 20-Dec-2024	Spends Area	Amount (Rs.)
26/11/2024	Payments and Other Credits PAYMENT RECEIVED-MOBILE FUNDS TRANSFER Primary Card Transactions- 414767XXXXXX5756 Retail Purchases and Cash Transactions		50.00 Cr
28/11/2024	AMAZON.CO.UK LONDON GB (*Convert to EMI) (29.26 GBP)	Departmental Store	3,248.77
28/11/2024	AMAZON ADVERTISING AU SYDNEY AU (2.38 AUD)	Services	135.36
12/12/2024	ADANI LOUNGE MUMBAI IN	Entertainment	2.00
17/12/2024	AMAZON.CO.UK LONDON GB (*Convert to EMI) (25.00 GBP)	Departmental Store	2,792.27
	Other Fees and Charges		

Pay your Credit card bills using the following:

Using **Kotak Bank Account**: Pay via Mobile & Net Banking OR set up Auto debit facility

Using **Non Kotak Bank Account**: Web pay /NEFT/IMPS

You can also pay via cheque*/cash** across Kotak Mahindra Branch counter. (**Charges of Rs100/- applicable for Cash payment on your Kotak credit card)

*Write Cheque favoring Kotak Credit Card 16 digit credit card no> . Write your name & contact no on the reverse of the cheque

To know more on various payment modes login on our Website www.kotak.com



You can contact us at :- International +91 2262042001 (ISD charge applicable).

What you must know!

Date	Transaction details from 21-Nov-2024 to 20-Dec-2024	Spends Area	Amount (Rs.)
17/12/2024	GST		37.59
	Total Purchase & Other Charges		6,215.99

*SMS EMI to 5676788 to convert your transactions into EMI or visit www.kotak.com to convert online

Payment of only Minimum Dues month on month shall lead to repayment extending to a longer tenure with consequent compounded Interest Charges (as applicable) accrued on your outstanding balances.

Credit
Cards



Shop with great offers & easy EMIs, only on Kotak Credit Card

Online Brands



Retail Outlets



EMI offers will also be available at all local dealers

To convert your online purchases into EMIs



Add to Cart



Visit payment page



Select EMI option



Convert

To convert your in-store purchases into easy EMIs



Shop



Contact cashier



Choose EMI option



Swipe



Convert



24 months EMI tenure available at select merchants.
For more information, visit www.kotak.com/kotakoffers

MOST IMPORTANT TERMS & CONDITIONS KEY FACT STATEMENT

To get the latest version of MITC and the Cardholder Agreement of the Bank, please visit www.kotak.com

1. Fees and Charges

A. The schedule of charges as applicable is provided below:

Kotak Mahindra Bank Card Variant	Joining fees (Actual Fees will be conveyed at the time of application)	Annual fees (Actual Fees will be conveyed at the time of application)	Condition for Waiver of Annual Fees- 1st year [^] ^{^^}	Condition for Waiver of Annual Fees- 2nd year & onwards [^] ^{^^}	Joining Fee for Add on Card
Feast Gold [^]	NIL	₹499**	NA	NA	₹299
811#DreamDifferent Credit Card	NIL	NIL	NA	NA	Waived
Fortune Gold	NIL	NIL	NA	NA	₹299
Urbane Gold	NIL	₹199	Minimum retail spend of ₹15,000 in the year	Minimum retail spend of ₹15,000 in the year	Waived
PVR Gold/Platinum	NIL	₹499 / ₹999	NA	NA	₹299
PVR INOX	NIL	₹499	NA	NA	₹299
Mojo Platinum	₹1000*	₹1000	Minimum retail spend of ₹1 lac in a year	Minimum retail spend of ₹1 lac in a year	₹299
Royale Signature	₹1499 / NIL	₹999	Minimum retail spend of ₹1 lac in a year	Minimum retail spend of ₹1 lac in a year	Waived
Zen Signature	₹1500	₹1500	Minimum retail spend of ₹1.5 lakh in a year	Minimum retail spend of ₹1.5 lakh in a year	₹299
White Signature	₹3000	₹3000	Minimum retail spend of ₹5 lakh in a year	Minimum retail spend of ₹5 lakh in a year	Waived
League Platinum	₹499 / NIL	₹499	Minimum retail spends of ₹50,000 in a year	Minimum retail spends of ₹50,000 in a year	Waived
NRI Royale Signature	NIL	₹1000	NA	NA	₹599
Privy League Signature (Paid Variant)	NIL	₹2500	Minimum retail spends of ₹5 lacs	Minimum retail spends of ₹5 lacs	NA
Privy League Signature (Free Variant)	NIL	NIL	NA	NA	NA
Delight Platinum#	₹1,999	₹299	NA	NA	₹299
Essentia Platinum	₹1,499	₹749	NA	NA	₹299
Kotak Signature/ Infinite	NIL	NIL	NA	NA	NA
Kotak BIZ	₹299	₹499	NA	NA	NA
Veer - Platinum	NIL	₹299	NA	Minimum spends of ₹50,000 in a year	Waived
Veer - Select	NIL	₹599	NA	Minimum spends of ₹1 lac in a year	Waived
6E Rewards - IndiGo Kotak Credit Card	₹700	₹700	NA	NA	NA
6E Rewards XL - IndiGo Kotak Credit Card	₹1500	₹1500	NA	NA	NA
Kotak 811 Credit Card	₹500	₹500	NA	Minimum retail spend of ₹50,000 in a year	₹200
White Reserve	₹12500	₹12500	Minimum spends of ₹10 lac in a year	Minimum spends of ₹10 lac in a year	Waived
IndianOil Kotak Credit Card	₹449	₹449	Minimum retail spends of ₹50,000 in a year	Minimum retail spends of ₹50,000 in a year	NIL
Metro Kotak Credit Card	NA	NA	NA	NA	NA
Myntra Kotak Credit Card	₹500	₹500	Minimum spends of ₹2 lac in a year	Minimum spends of ₹2 lac in a year	₹299
Kotak UPI RuPay Virtual Credit Card	NIL	NIL	NA	NA	Benefit-NA

*₹1000 Joining fee will be credited in case ₹30,000 spent within 90 days of card activation.

Note: The above are standard fees applicable for each card variant. The same could vary when cards are offered under specific promotional schemes from time to time.

^{^^^}Waiver of fees for Credit Cards linked to Programme is subject to maintaining eligibility of respective Programme.

Programme refers to Kotak Bank and Group product propositions like Privy League Black / Privy League Platinum / Privy League Neon programme / Private Banking / Corporate Salary programme. For details on the programme eligibility and cards offered, please visit www.kotak.com

In case, programme eligibility is not met or if customer is degraded from higher variant programme to lower variant, customer will not be given programme linked fee waiver and will be required to pay Joining/Annual fees.

B. Finance charges:

Kotak Mahindra Bank Card Variant	Interest Charges		Cash Advance fees
	Monthly Rate	Annual Rate (APR)	Cash Advance fees
Feast Gold/Urbane Gold/PVR Gold/PVR Platinum/ PVR INOX / Mojo Platinum/ League Platinum/Delight Platinum/Essentia Platinum/ Silk Inspire Platinum / Kotak BIZ/ Veer - Platinum/ Select/ Royale Signature/Zen Signature/Kotak 811 Credit Card/White Reserve/IndianOil Kotak Credit Card/Metro Kotak Credit Card	3.50%	42.00%	2.5% on advance amount, subject to minimum of ₹500
Silk Inspire Platinum (Issued Against Term Deposit)(w.e.f 20 June 2021)	3.50%	42.00%	2.5% on advance amount, subject to minimum of ₹500
811 #Dream Different (w.e.f 15th April 2024 for new cardholders and 1st June 2024 for all existing cardholders)	3.50%	42.00%	₹100 for every instance of ATM withdrawal and Fund transfer
Fortune Gold	3.50%	42.00%	2.5% on advance amount, subject to minimum of ₹500
Kotak Signature/ Infinite Credit Card/ NRI Royale Signature/White Signature	3.10%	37.20%	2.5% on advance amount, subject to minimum of ₹500
Privy League Signature	2.49%	29.88%	2.5% on advance amount, subject to minimum of ₹500
Kotak UPI RuPay Virtual Credit Card	3.50%	42.00%	NA (Facility not available on this credit card)
6E Rewards - IndiGo Kotak credit cards/ Myntra Kotak Credit Card	3.70%	44.40%	2.5% on advance amount, subject to minimum of ₹500

C. Other Charges:

Late Payment Charges ("LPC00")	For 811 #DreamDifferent Credit Card (w.e.f 15th April 2024 for new cardholders and 1st June 2024 for all existing cardholders)
Outstanding Balance	LPC Charges
<₹100	₹0
>=₹100	₹500
For all other Credit Cards -	
Outstanding Balance	LPC Charges
<₹100	₹0
₹100-₹500	₹100
₹501-₹1000	₹500
₹1001-₹5000	₹500
₹5001-₹10000	₹600
₹10001-₹25000	₹800
₹25001-₹50000	₹1000
>₹50000	₹1200
Over limit charges	₹500* for all other Cards. (For 811 #DreamDifferent Credit Card, OVL is zero)
Return of cheque	Max of (2.0% on bounce amount and ₹500)
Standing Instruction Failure / Auto-debit return fee	Max of (2.0% on bounce amount and ₹450)
Minimum Amount Due ("MAD")	Minimum Amount Due can be 5% or 10% of TAD as decided by the Bank. It will reflect in the statement in the column Minimum Amount Due.
Foreign Transaction Mark up	3.50%* ^{^^}
Railway Booking Surcharge (As per Applicable Rate)	Products Eligible for Railway Surcharge Waiver: 811#DreamDifferent Credit Card / Kotak Signature / Kotak Infinite / Privy League Signature / Royale Signature / Zen Signature / White Signature / League Platinum / NRI Royale Signature / Delight Platinum# / Silk Inspire Platinum / Mojo Platinum / Kotak BIZ / Veer Platinum / Veer Select / Kotak 811 Credit Card/White Reserve / IndianOil Kotak Credit Card / Myntra Kotak Credit Card***** (No Reward Points will be accrued for transactions where Railway Surcharge waiver is given)
Fuel Surcharge (subject to a minimum of ₹10) on transaction amount (As per Applicable Rate)	Products Not Eligible for Railway Surcharge Waiver: Essentia Platinum / Silk Inspire Platinum / Feast Gold / Fortune Gold / Urbane Gold / PVR (Gold & Platinum) / PVR INOX / 6E Rewards XL / IndiGo Kotak Credit Card/ 6E Rewards IndiGo Kotak Credit Card / IndianOil Kotak Credit Card/ Kotak UPI RuPay Virtual Credit Card/ Myntra Kotak Credit Card/White Reserve
Cash Payment Charges	₹100*
Card Replacement Fees (Lost & Damaged Cards)	₹1000* per card ₹2000* for Myntra Credit Card / Nil for Kotak UPI RuPay Virtual Credit Card
Image Card Fee###	₹ 99* or ₹ 199* per image card basis selected card design in addition to standard card replacement fees
Rent Payments (applies for transactions done on MCC 6513)	1% of the Transaction Amount + GST (not applicable on White Reserve Credit Cards) 2% of the Transaction Amount + GST on White Credit Card and 811 #DreamDifferent Credit Card.

*Government taxes (including service tax, GST, any / all applicable taxes from time to time). **Only applicable on Feast Cards issued after 18th May, 2011. *****Maximum Railway surcharge waiver of ₹500 in a calendar year except Privy League Signature, Kotak Infinite, Kotak BIZ, White Reserve & Delight Platinum#. For Privy League Signature (Free variant), Kotak Infinite, Delight Platinum & White Reserve, Fuel surcharge will be waived only for transactions between values of ₹400 to ₹4,000. Maximum fuel surcharge waiver on Delight Platinum, Kotak Infinite, Privy League Signature (Free variant) & White Reserve is ₹4,500 annually, for Privy League Signature (Paid variant) it is ₹300 per month. Max waiver allowed is ₹100/- per statement cycle per card account. For Kotak BIZ, maximum fuel surcharge waiver of ₹2,500 in a calendar year. For IndianOil Kotak Credit Cards, all fuel transactions between -₹100 to -₹5,000 to get surcharge waiver only on IndianOil fuel pumps. Max waiver allowed is -₹100/- per statement cycle. *Trump is now called as Feast. *Please refer to the fees and charges of Delight Platinum Credit Card for charges applicable to Privy League Delight Platinum Credit Card. For Kotak Infinite and White Reserve, Overlimit fees/Cash Payment Charges and Card Replacement Fees are waived off. ##Standing Instruction Failure (Auto debit, NACH & ECS). ^^Forex markup for Privy League Signature (Paid Variant), Kotak Infinite card and White Reserve is 2%. ###Image card is not available for Kotak UPI RuPay Virtual Credit Card, NRI Royale Signature, White Signature, Privy League, Veer, Kotak & White Reserve card variants.####Aqua Gold card has been rebranded to 811 #DreamDifferent Credit Card, effective 15th July 2020 onwards.

D. Interest Free period:

Interest free period from the start of the billing cycle date shall not exceed 48 days. Effective 5th May, 2014: Payment Due Date on your card can be between 18 and 21 days after the Statement Date (Please check your statement for your exact Payment Due Date). Therefore, free credit period can range from 18-48 days to 21-51 days depending on your Payment Due Date. Illustrative Example for Interest Free Period Calculation:

For a statement for the period 11 April to 10 May the payment due date is 28 May. Assuming you have paid Your previous month's dues in full, the grace period would be: For the purchase dated 12 April, interest free grace period is form 12 April to 28 May = 48 days and for the purchase dated 2 May, interest free grace period is from 2 May to 28 May = 27 days.

However, if you have not paid the previous month's balance in full before due date, then there will be no interest free period.

E. Finance Charges (Interest Charges):

Interest will be charged to you on a daily accrual basis if you do not pay the previous bill amount in full on or before the due date: Interest will be charged from the date of transaction until the date of settlement excluding Gold Fortune and 811# Dream Different Credit Card holders, as they enjoy interest free period for all Cash Advances. Interest rates can change/increase 3.5% per month (42.0% Annualized) periodically based on your spends, payback & utilization patterns. Interest would also be charged if the full payment is received after due date but before the next statement date. If you have been making a partial payment but you have paid the current statement outstanding in full on or before Payment Due Date then Interest will be charged on the total outstanding in full on or before Payment Due Date then Interest will be charged on the total outstanding of the current statement till the date of full payment. The interest so charged will reflect in subsequent statement. E.g., 20th June statement total balance is ₹5000. Payment Due Date 8th July. Payment of ₹5000 made on 1st July. Interest on ₹5000 for 10 days will be billed in 20th July statement.

F. Illustration of Interest Calculation:

Assume that you have an outstanding balance of ₹10,000 for the purchase made on 15th March. The statement generated on the 31st March will show balance of ₹1000. You make a payment of ₹ 4000 on the 10th April. And you make a purchase of ₹2000 on the 15th of April. You make no further payment on your credit card till 30th April. In this case interest will be levied as follows: Daily rate of interest = (3.4%) *1/2965 = 0.1118%

On the balance of ₹10000 (15th Mar - 31st Mar) for 17 days = 10000*0.1118%*17 = ₹190.06

On the balance of ₹10000 (1st April - 9th April) for 9 days = 10000*0.1118%*9 = ₹100.6

On the balance of ₹6000 (10th April - 14th April) for 5 days = 6000*0.1118%*5 = ₹33.54

On the balance of ₹8000 (15th April - 30th April) for 16 days = 8000*0.1118%*16 = ₹143.10

Total Interest Charged = ₹467.24. Total Outstanding = ₹8467.24

In the above example, statement generated on 30th April with Total Amount Due of ₹8467.24. You make a payment of ₹8467.24 on 15th May and you make no purchase in the month of May. Then in the next statement generated on 31st May you will be charged with interest of ₹132.51. (On the balance of ₹8467.24 (1st May - 14th May) for 14 days = ₹467.24*0.1118%*14=132.53)

The above example does not contain government taxes (including service tax, GST, any / all applicable taxes from time to time). Above mentioned illustration is applicable for a revolving interest rate of 3.4% p.m. & interest may vary depending on the card variant Note: If you spend ₹5,000 and you pay back exactly the Minimum Amount Due ("MAD") every month, and then it may result in repayment stretching over 4 years (calculation done with MAD as 10%) with consequent compounded interest payment on the outstanding amount.

It is therefore suggested that whenever cash flow is available with you, substantial amount more than MAD be paid to the Bank. Late Payment Charges will be applicable if the MAD is unpaid after the Payment Due Date.

2. Credit and Cash Withdrawal Limits

Credit Limit means the maximum limit up to which you are authorized to spend on your Credit Card. The Cardholder must not exceed his Credit Limit/Cash Limit under any circumstances. However, as per cardholder's explicit consent, the Bank may allow the facility to transact above assigned credit limit, and accordingly over limit fee/charges as applicable will be levied. If you opt for availing international transactions at the time of applying for the card, the Credit Limit for international transactions will be the same as the maximum limit. The available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement. The Credit and Cash Withdrawal Limit are communicated to you at the time of delivery of the Card. Cash Limit forms a subset of your Credit Limit. The Bank will review your Card Account periodically and may decrease your credit limit increased, if the Cardholder seeks to have his Credit Limit increased, he can do so by writing to the Bank and furnishing requisite financial documents declaring his income as required by the Bank. If you wish to disable International transactions or increase/decrease the Credit Limit for international transactions then you can do so through Net Banking or Mobile Banking.

3. Your guide to Bill Payment

A. Your Statement

The Bank will send you a monthly statement showing payments and transactions for the month. No statement will be sent/generated where the outstanding due is less than ₹100 and no transaction is done on the Card Account. The statement would be dispatched by physical mail or email to your mailing address as per our records. Kotak NRI Credit Cardholders & Kotak UPI RuPay Virtual Credit Cardholders will receive statements via e-mail only. Non-receipt of statement would not affect your obligations and liabilities under the Cardholder Agreement and you shall be liable to settle at least the Minimum Amount Due before the payment due date.

B. Choose what amount you prefer to pay

Minimum Amount Due (MAD) as reflected in billing statement should be fully paid on or before Payment Due date to avoid any Late payment charges. Minimum Amount Due is calculated as 5% of all purchase transactions & 100% of EMI, Fees/Charges & Tax, as applicable. Any finance charge (interest charge), if levied, 5% of such amount shall form part of the Minimum Amount Due. If as on the due date the total outstanding is more than the credit limit sanctioned, then any such amount by which the outstanding exceed credit limit, shall be added in full to Minimum Amount Due. This shall be over & above the Minimum Amount Due as calculated above. If there is any unpaid Minimum Amount Due for previous month, it shall also be added in the current month MAD. Such carry forward will not factor in any over limit amount for previous month. Minimum Amount Due = 5% of Purchase Transaction + 5% of Finance Charges (interest charges) + 100% of EMI+ 100% of Fees/Charges + 100% of Tax, as applicable + 100% of over limit amount as on billing date + Any unpaid MAD for previous month (excluding the over limit amount for previous month). On payment of total outstanding on or before payment due date, no finance charge (interest) will be applied on customer. Customer should always attempt to pay total amount outstanding to avoid interest charges. If customer pays any amount less than total outstanding on or before payment due date, interest free credit period for the month will be suspended.

C. Payments

Payments received from you against the Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, EMIs, cash advances, purchases and balance transfer in that order. You should make all payments in Indian Rupees only.

D. Methods of Payment

- 1) Pay through standing instructions (Auto Debit): If the Cardholder holds a savings account with the Bank, he may pay directly through the Saving Account by giving standing instruction in writing to debit the payment from such account every month on the payment due date. It is mandatory for a Kotak NRI Credit Cardholder to give Auto Debit instruction for the payment of the Minimum Amount Due.
- 2) Pay online: If Cardholder holds a savings account with the Bank then he can pay his Credit Card bill online at www.kotak.com using his Internet banking password
- 3) For online payments from your savings account with any other bank: Credit Cards can also be paid from any of your other bank accounts through Net Banking/WebPay or any other mode of payment enabled by the Bank.
- 4) Pay by cash at branches: The cardholder can pay the bill by depositing cash at specified locations during banking hours. Kotak NRI Credit Cardholders cannot make payment towards their Credit Card Bill by paying cash at branches. For applicable charges, please refer the details mentioned above.
- 5) Pay through cheque or demand draft: Make a cheque or draft in favor of 'Non-Resident Kotak Mahindra Bank Credit Card holders can make all payments only from their NRE account. To get detailed information and know more about other methods of payments like Online Credit Card Payment, InterBank Mobile Payment Services, visit www.kotak.com.

E. Billing disputes resolution

In case Cardholder initiated payment of credit card through bank other than Kotak Mahindra Bank and places request for refund of excess payment towards Credit card, the Cardholder will have to submit the Bank account statement for his last two payments.

In case of unsuccessful / failed transaction, as per Harmonization of TAT guidelines, the Bank will reverse blocked amount as per the timelines mentioned in the circular. In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy.

In the event the Cardholder disagrees with the charges indicated in the statement, it should be communicated in writing to the correspondence address of Kotak Mahindra Bank within 60 (sixty) days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are in order and acceptable to you. Please note that in case you have a dispute in relation to an international transaction, you must provide us with a copy of your passport.

If the Cardholder has paid excess payment toward Credit card, the payment will be refunded in the credit card account only. In case if the credit card stands cancelled, any excess outstanding will be transfer to the customer's saving account only.

4. Customer Contact Centre

In all your communication with us, please indicate your 16-digit Kotak Credit Card number.

You may contact the Bank in any of the following ways.

- (a) By calling our 24-Hour Customer Service Centre - 1860 266 2666 (local call rates apply). Privy League Customers can call on 1800 266 6666 (Toll - free). The detailed list of phone numbers is available on www.kotak.com.
- (b) Through courier - The Service Manager, Kotak Mahindra Bank Limited, 3rd Floor, Neptune Element, Road no.22, Wagle Estate, Thane West, Maharashtra- 400604, India. Insurance benefits is applicable only on Kotak BIZ card provided by Zurich Kotak General Insurance Company Ltd. for claim process and benefits refer MITC available on the website.

5. Grievances Redressal / Complaints / Escalation

In the unlikely event of not being satisfied with our services, you can register your grievance by using grievance Redressal mechanism.

(i) Level - 1 - Branch/Customer Experience Centre/Online channel (ii) Level - 2 - Nodal Officer (iii) Level - 3 - Principal Nodal Officer**

**If you have not received a satisfactory response at level 1, send an email to our Nodal officer, P. Balaji at nodalofficer@kotak.com or call 022-62042110 or write at Kotak Mahindra Bank Ltd, 4th Flr, Kotak Infiniti, buildings no. 21, Infinity Park, off western Express Highway, General AK Vaidya Marg, Malad E, Mumbai 400097 ** If you have not received a satisfactory response within 2 working days at level 2, send an email to our Principal Nodal Officer, K Vora at k.vora@kotak.com. If your complaint is not resolved within 30 days of receipt at the Bank then the said complaint can be escalated to Banking Ombudsman. The details of banking ombudsman for your location are displayed at the branches. In case of delay in providing a resolution within the stipulated time, Bank at its sole discretion will decide if cardholder is entitled to any compensation.

6. Default

If Cardholder does not pay at least the Minimum Amount Due, Cardholder(s) will be reminded in each subsequent statement to pay their dues. In case of failure in paying the minimum amount due within the grace period after the payment due date will result in reporting to Credit Information Company within a period of 7 days. Delayed payment will result in the cardholder being reported as defaulter. The definition of defaulter may be subject to changes as defined by RBI. In the event of default, follow - ups may be done by post, and telephone, electronic mail, SMS messaging and / or engaging third parties to remind follow up and collect dues. The Bank and any third party so appointed shall adhere to the Bank's Fair Practice Code for Credit Card Operations and Collection of Dues and Repossession of Security Policy as modified from time to time. In the event the customer settles his/her dues after having been reported as defaulter, the Bank shall update the status within 30 days. The Bank shall be entitled to withdraw any default report issued in case - The defaulter in question has liquidated his entire outstanding dues with the Bank or settled his dues with the Bank. • A court order / verdict has been received instructing the Bank to de - list the Cardholder against the Bank in a legal suit filed by or against the Bank. Decisions are taken on a case - to - case basis upon individual reviews. • In the above - mentioned scenarios, Cardholders record will be updated as 'current' in the next monthly refresh to the credit bureaus. In the event of death or permanent disability of a Cardholder, the Bank reserves the right to take all courses available to it under law and equity at its discretion, to recover any card account / s outstanding, including recovery of the Card outstanding from any applicable insurance cover or from the heirs / executors / administrators of the Cardholder.

7. Termination / Revocation of Cardholdership

You may choose to terminate your Credit Card facility at any time by calling the Bank's Customer Contact Centre (18602662666) or through Net Banking and cutting the card diagonally into pieces. Bank will close the card within the stipulated time if there is no outstanding on the card account. In case Bank fails to do so a penalty of ₹500 per day shall be payable to the Cardholder. Where the Credit Card is not used for more than one year, the card will be closed post providing 30 days, notice to the Cardholder. Kotak Mahindra Bank may also cancel the use of the Card at any time without prior notice, if it reasonably believes it necessary for the business or security reasons, including if you have spent, exceeded the Credit Limit or if Cheques are returned.

8. Loss/Theft of the Card

- The Cardholder shall report the loss of the Card to the Bank by calling the Customer Contact Centre immediately. The Bank at the request of the Cardholder will attempt to deactivate the card immediately to prevent misuse. The Cardholder must file a First Information Report (FIR) with the local police. The Cardholder will, however be liable for all losses when someone obtains and misuses the Card or PIN with/without - Cardholder's consent, or consent of an Add-On Cardholder or if the Cardholder has acted fraudulently or acts without reasonable care, the Cardholder will be liable for all losses.
- In the event any amount is charged by the merchant, which is due and payable by the customer, whether disputed or not, the customer is liable to make the payment to the Bank as per the billing cycle as applicable to the customer. In addition, thereto, where the Bank has made the payment, the Bank is entitled to recover the said amount from the customer. Further, where the amount is in dispute, the customer shall be required to make the payment of the same as per the billing cycle and shall not wait for the outcome/decision of the dispute. The said right of the Customer to recover the amount and the liability to make the payment to the Bank will be valid irrespective of the fact that the existing relationship of the customer has ceased with Bank and/or the card has been suspended / closed for any reason whatsoever.

9. Disclosure

The Cardholder acknowledges that as per existing business practices, the Bank is authorized to disclose from time to time any information relating to the Credit Card (s), to any credit bureau (Existing or Future) after notifying the customer. The Credit Information BUREAU India Ltd (CIBIL) and other credit bureaus is an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. Any refresh / updation of data on receipt of payment towards overdue card accounts will reflect in CIBIL / other credit bureaus within a period of 30 days from the date of receipt of payment by the Bank. We also wish to inform the Cardholder that the bank will, at its own discretion, record specific conversions between Cardholder and the representative of the Bank, in cases of grievance - related conversion or payments recover related conversions or any other conversion, that Bank may deem fit.